



March 11, 2020

Dear Vendors of The Springs Living,

We'd like to update you on the most recent steps we are taking to reduce the likelihood of the coronavirus (COVID-19) from entering our communities, in alignment with new guidance from the Centers for Disease Control and Prevention.

As one of our business partners, we need to enlist your help. Below are the specific actions we trust you will share with your relevant staff – especially your representatives who visit our communities.

Yesterday, the CDC updated its guidance to prevent the threat of the coronavirus (COVID-19), specific to those over 60 years old. This includes recommendations for senior communities to limit visitations. Additional federal, state and local agencies have provided additional guidance of no access of non-essential visitors to all senior living environments, including ours at The Springs Living.

While there are currently no cases of COVID-19 identified in any of our communities, we want you to know that we are taking this potential risk very seriously and are increasing our precautions to follow these regulatory bodies to protect residents in all Springs communities.

Limitations on Non-Essential Visits

Effective at 5:00 p.m. tonight, March 11th, we will be restricting all non-essential visits to our communities. Non-essential visits would include, but not be limited to, family social visits, external meal guests, and handyman service visits.

Some examples of essential visitors that would be approved include health care workers, clergy members visits, salon operators, and select vendors such as food and medical supply suppliers.

Please reach out to your Springs contact if you have any questions about whether your representatives are considered essential or non-essential.

Entering a Community

To help streamline control of those essential visitors entering the communities, we will be limiting entry points the front entrance only. Any exception to this policy would need to be granted from the local executive director.

Also, we have been screening employees before they start their shifts for nearly two weeks and will continue to do so. We are now expanding the screenings to all those who enter, including vendors who enter the community. Vendors who exhibit signs of illness or who have been recently exposed to cold, flu, or other health issues, are requested to restrict visits to our communities.

We understand that taking these increased measures may present inconveniences to our vendors, and we are committed to doing as much as possible to minimize the impact that it may cause you. We appreciate your patience and cooperation during this challenging time and look forward to your support.

If you have questions, please reach out to your Springs contact. We will continue to provide updates and additional information as necessary in the days and weeks ahead.

Sincerely,

Fee Stubblefield
Founder & CEO